

2020 Supra Pre-Delivery Service (PDS)

Service Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020	Supra	

Introduction

Pre-Delivery Service (PDS) is a critical step in satisfying our new car customers. Customer feedback indicates the following areas deserve special attention when performing PDS:

- Careful inspection for paint chips/scratches and body dents/dings.
- Proper operation of electrical accessories.
- Interior cleanliness.
- Proper function of mechanical systems.

Customer retention and proper maintenance of vehicles are and have always been a major focus for Toyota. To help remind customers that regular service is essential to the proper maintenance of the vehicle, dealers are required to install a service reminder sticker before delivery. By doing this, customers will be reminded to return to your dealership for service. Your current service reminder sticker may be used. (See PDS Check Sheet item 9 of “Final Inspection and Cleaning.”)

A PDS [Check Sheet](#) has been developed for the 2020 model year Supra. **Bulletins are available for items in bold type.**

Warranty Policy

If the need for additional repairs or adjustment is noted during PDS, the required service should be performed under warranty. Reimbursement will be managed under the warranty policy.

The Warranty Policy and Procedures Manual requires that you maintain the completed Check Sheet in the customer’s file. If you cannot produce a completed form for each retailed vehicle upon TMS and/or Region/Distributor audit, the PDS payment amount will be subject to debit.

An additional Repair Order completed in conjunction with normal PDS must have time punch/flags for service. If multiple repairs are performed, separate time flags must be punched for each repair.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	1.5	-	-	-

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	Snap-On	TSADVUNIT	1

*Essential SST.

NOTE

- Supra Diagnostic Software Toyota ISTA version 14.18.21.18585 or later is required. ISTA software is available for download at *TIS – Diagnostics – Scantool*.
- Additional Techstream ADVi units may be ordered through the Techstream Order Portal at *TIS – Diagnostics – Scantool*.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Supra Diagnostic Cable*	01018-00118	1
DSS-5000 Battery Diagnostic Tool*	DSS-5000P T	1
DCA-8000 Battery Diagnostic Tool*	DCA-8000P T	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Before Inspection

1. **Check the battery state-of-charge using the DCA-8000 in PDS Mode and charge the battery if necessary – [see DCA-8000 Battery Diagnostic Tool Instruction Manual](#)**

NOTICE

- **Connect the battery charger to the under-hood jump starting posts (do NOT connect directly to the battery).**
- **Do NOT charge at a voltage of more than 14.8V at room temperature (no rapid charging).**

2. **Activate navigation maps and delete transport mode using ISTA – [T-SB-0081-19](#)**

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Functional Operation

Apply parking brake, cycle ignition "IG-ON," place gear selector in "R," turn on lights and rear defogger, unlock all doors, and release fuel door and trunk hatch.

1. Check dome, courtesy, map, and sun visor lights
2. Check warning/indicator lights, buzzers, gauges, and horn
3. Check windshield wipers and washers
4. Check headlights, instrument lights, turn signals, emergency flashers, and brake lights
5. Check inside/outside rear view mirror operation/adjustment
6. Check USB and 12V power outlet(s)
Check the power outlet using an electrical accessory designed for this use.
7. Check audio/navigation*/backup camera systems and set clock
For navigation, set the destination search area to the correct location.
8. Check Central Information Display (CID)
9. Check parking sonar sensor operation
10. Check seat memory operation
11. Check seat and seatbelt operation
12. Check power window operation including auto function

Walkaround Inspection

Starting at the left front door, check window and door lock operation from the master power switch, if equipped. Continue around the vehicle in a counterclockwise direction checking each door and window operation, child door locks, seat belts, interior condition, all lights, and luggage compartment contents. Finish by checking headlight aim.

1. Check door and door lock operation (Smart Key and keyless entry functions)/theft deterrent system* using each key fob
2. Check that engine starts with all keys
3. Check rear defogger/rear view mirror defogger*
4. Check side marker, tail, backup, and license plate lights
5. Check luggage compartment light and trim appearance
6. Check Mobility Kit (emergency tire puncture repair kit) installation
7. **Check headlight aim** – [see Repair Manual](#)

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Under Hood

1. Check engine oil level
2. Check brake fluid level
Visually inspect using see-through reservoir.
3. Check high and low temperature coolant levels
4. Check windshield washer fluid level
5. Inspect for fuel, oil, coolant, and other fluid leaks

Under Vehicle (On Hoist)

1. **Remove disc brake anti-rust covers/anti-corrosion wheel film*** – [PD017-04](#)

Visually inspect rotors for rust.

NOTE

For best rotor rust prevention, retain wheel film on vehicle until just prior to customer delivery.

2. **Remove front spring spacers** – [see Check Sheet](#)
3. Inspect for fuel, oil, coolant, and other fluid leaks
4. Inspect under the vehicle for damage, rust, etc.
5. Visually check bolts and nuts on chassis and powertrain for looseness
6. Inspect tires for defects/damage
7. Adjust tire pressure to “Recomm. Press.” Values shown on CID
If tire pressure values displayed on the CID do NOT change correctly, perform Tire Pressure Warning System (TPWS) initialization under Road Test.

Road Test

A complete road test helps promote customer satisfaction. Drive vehicle over a variety of road surfaces and driving conditions. Check for unusual noise and driving performance.

1. **Initialize Tire Pressure Warning System (TPWS)*** – [see Check Sheet](#)
2. Check engine operation while cold, during warm-up, and normal operating temperature
Check starting and fast idle operation performance.
Check that engine operates smoothly during warm-up.
Check for unusual noise, engine vibration, rough idle, etc.
Check engine performance over a broad range of driving conditions, including idle quality, acceleration, cruise, and deceleration.

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Road Test (continued)

3. Check transmission operation
Check automatic transmission operation, including operation in each range, neutral start switch, and shift-lock system.
4. Check brake and parking brake operation
Check brake function, including unusual noise, parking brake performance, and all related brake system indicator lights.
5. Check steering operation and off-center/vehicle pull/flutter
Check steering function.
Check steering off-center/vehicle pull/flutter.
6. Inspect for abnormal noise and vibration
7. Inspect for squeaks and rattles
8. Check Blind Spot Monitor System*
9. Check heater and A/C operation
10. Check cruise control operation*
Check cruise control, including ON-OFF switch, Set/Coast, Resume/Accel, and Cancel functions.
11. Check front seat heater operation*
12. Check head-up display operation*
13. Check speedometer operation

Final Inspection and Cleaning

1. Remove interior protective covers, unnecessary labels, tags, etc. (Remove protective covers just before delivery to the customer)
Remove plastic covers from door panels, seats, head restraints, and sun visors, as required.
Remove labels, tags, and stickers (except those containing owner information).

NOTE

Consumer information labels, such as airbag information warning and bumper information labels, must be left on the vehicle until delivery to a retail customer.

2. Visually inspect all interior parts for installation, damage, fit, dirt, etc.
3. **Verify floor mat application and install using hook and loop retainers*** – [T-SB-0158-18](#)
4. Remove Rapgard™ and clear protective bumper film*
Ensure that all glue residue is removed.
5. **Remove front and rear emergency towing eyelets and install towing eyelet hole covers*** – [see Check Sheet](#)

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Final Inspection and Cleaning (continued)

6. Wash and clean vehicle
7. Inspect paint finish for scratches, chips, rust, dents, damage, etc.
8. Inspect exterior body parts for proper installation, damage, rust, etc.
9. Place service reminder sticker on inside of windshield, top left corner
Complete the mileage or date recommendation and apply the service reminder sticker to the inside of the windshield, top left corner. You may use your current service reminder sticker.
10. Place Owner's Manual portfolio* in glove box
11. **Install front license plate and mounting bracket*** – [see Check Sheet](#)
12. **Install front license plate and mounting bracket** – [see Check Sheet](#)
13. Check for DTCs using ISTA

*Inspect or install when equipped or required.